

3. The inter-module communication of claim 2, wherein
said customer relations management system information further comprises at least one of queuing
information, statistical information, connection information and rule information.

4. The inter-module communication of claim 1, wherein
said message comprises a command, said command configured to cause a module receiving said
message to perform an operation.

5. The inter-module communication of claim 1, wherein
said message comprises a request, said request configured to cause a module receiving said
message to reply with other customer relations management system information.

6. The inter-module communication of claim 1, wherein
said message comprises a notification, said notification comprising other customer relations
management system information, said other customer relations management system
information being generated by a module generating said message.

7. The inter-module communication of claim 1, wherein
said message is communicated in order to perform a function,
said function is one of an agent-related function, a work item-related function, a statistics-related
function and an administrative function.

8. The inter-module communication of claim 7, wherein
said agent-related function is one of an AgentLogin command, an AgentLogout command, an
AgentInitAuxWork command, an AgentAllMediaAvailable command, a
ChangeAgentMediaMode command, a ChangeAgentSkill command, a
RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState
request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a
RequestAgentWorkItemList request and a RequestAgentMediaState request.

9. The inter-module communication of claim 7, wherein
said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus
request, an AcceptWorkItem command, a RejectWorkItem command, a
CompleteWorkItem command, a WrapUpWorkItemResponse command, a
WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem

6 command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent
7 command and a TransferWorkItemToRoute command.

1 10. The inter-module communication of claim 7, wherein
2 said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval
3 command, a StartAgentStat command, a StopAgentStat command and a
4 GetSystemStatistics request.

1 11. The inter-module communication of claim 7, wherein
2 said administrative function is one of a UQOpenConnection command, a UQReopenConnection
3 command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect
4 command.

1 12. An inter-module interface definition comprising:
2 a message definition, wherein
3 said message definition defines a message containing customer relations management
4 system information.

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1 13. (Amended) The inter-module interface definition of claim 12, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

1 14. (Amended) The inter-module interface definition of claim 13, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 15. The inter-module interface definition of claim 12, wherein
2 said message definition defines a command, said command defined such that a module receiving
3 said message performs an operation.

1 16. The inter-module interface definition of claim 12, wherein
2 said message definition defines a request, said request defined such that a module receiving said
3 message replies with other customer relations management system information.

1 17. The inter-module interface definition of claim 12, wherein
2 said message definition defines a notification, said notification comprising other customer
3 relations management system information, said other customer relations management
4 system information being generated by a module generating said message.

1 18. The definition inter-module interface definition of claim 12, wherein
2 said message defines a function,
3 said function is one of an agent-related function, a work item-related function, a statistics-related
4 function and an administrative function.

1 19. The inter-module interface definition of claim 18, wherein
2 said agent-related function defines one of an AgentLogin command, an AgentLogout command,
3 an AgentInitAuxWork command, an AgentAllMediaAvailable command, a
4 ChangeAgentMediaMode command, a ChangeAgentSkill command, a
5 RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState
6 request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a
7 RequestAgentWorkItemList request and a RequestAgentMediaState request.

1 20. The inter-module interface definition of claim 18, wherein
2 said work item-related function defines one of an AddWorkItem command, a
3 RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem
4 command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a
5 WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem
6 command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent
7 command and a TransferWorkItemToRoute command.

1 21. The inter-module interface definition of claim 18, wherein
2 said statistics-related function defines one of a SetChannelStatInterval command, a
3 SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command
4 and a GetSystemStatistics request.

1 22. The inter-module interface definition of claim 18, wherein
2 said administrative function defines one of a UQOpenConnection command, a
3 UQReopenConnection command, a UQInitRules command, a UQReplaceRules
4 command and a UQDisconnect command.

1 23. (Amended) A method of inter-module communication comprising:
2 forming a message, wherein
3 said message comprises customer relations management system
4 information.

1 24. The method of claim 23, wherein
2 said customer relations management system information comprises at least one of agent
3 information and work item information.

1 25. The method of claim 24, wherein
2 said customer relations management system information further comprises at least one of queuing
3 information, statistical information, connection information and rule information.

1 26. The method of claim 23, further comprising:
2 communicating said message from a commerce server to a universal queuing system.

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1 27. The method of claim 23, further comprising:
2 forming a command, wherein said message comprises said command and said command is
3 defined such that a module receiving said message performs an operation.

1 28. The method of claim 23, further comprising:
2 forming a request, wherein said message comprises said request and said request is configured to
3 cause a module receiving said message to reply with other customer relations
4 management system information.

1 29. (Amended) The method of claim 23, further comprising:
2 forming a notification, wherein said message comprises said notification, said
3 notification comprises other customer relations management system
4 information, and said other customer relations management system
5 information is generated by a module generating said message.

1 30. (Amended) The method of claim 23, wherein
2 said message defines a function,

3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

1 31. The method of claim 30, wherein
2 said agent-related function is initiated by one of an AgentLogin command, an AgentLogout
3 command, an AgentInitAuBWork command, an AgentAllMediaAvailable command, a
4 ChangeAgentMediaMode command, a ChangeAgentSkill command, a
5 RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState
6 request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a
7 RequestAgentWorkItemList request and a RequestAgentMediaState request.

1 32. The method of claim 30, wherein
2 said work item-related function is initiated by one of an AddWorkItem command, a
3 RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem
4 command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a
5 WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem
6 command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent
7 command and a TransferWorkItemToRoute command.

1 33. The method of claim 30, wherein
2 said statistics-related function is initiated by one of a SetChannelStatInterval command, a
3 SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command
4 and a GetSystemStatistics request.

1 34. The method of claim 30, wherein
2 said administrative function is initiated by one of a UQOpenConnection command, a
3 UQReopenConnection command, a UQInitRules command, a UQReplaceRules
4 command and a UQDisconnect command.

Please add the following claims:

1 35. (New) The method of claim 23, further comprising:
2 sending said message.

1 36. (New) The method of claim 35, further comprising:
2 receiving said message.

1 37. (New) A computer system comprising:
2 a processor;
3 computer readable medium coupled to said processor; and
4 computer code, encoded in said computer readable medium, configured to cause
5 said processor to:
6 form a message, wherein
7 said message comprises customer relations management system
8 information.

1 38. (New) The computer system of claim 37, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

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1 39. (New) The computer system of claim 38, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 40. (New) The computer system of claim 37, wherein said computer code is
2 further configured to cause said processor to:
3 communicate said message from a commerce server to a universal queuing
4 system.

1 41. (New) The computer system of claim 37, wherein said computer code is
2 further configured to cause said processor to:
3 form a command, wherein said message comprises said command and said
4 command is defined such that a module receiving said message performs
5 an operation.

1 42. (New) The computer system of claim 37, wherein said computer code is
2 further configured to cause said processor to:
3 form a request, wherein said message comprises said request and said request is
4 configured to cause a module receiving said message to reply with other
5 customer relations management system information.

1 43. (New) The computer system of claim 37, wherein said computer code is
2 further configured to cause said processor to:
3 form a notification, wherein
4 said message comprises said notification,
5 said notification comprises other customer relations management system
6 information, and
7 said other customer relations management system information is generated
8 by a module generating said message.

1 44. (New) The computer system of claim 37, wherein
2 said message defines a function,
3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

1 45. (New) The computer system of claim 37, wherein said computer code is
2 further configured to cause said processor to:
3 send said message.

1 46. (New) A computer program product encoded in computer readable media,
2 said computer program product comprising:
3 a first set of instructions, executable on a computer system, configured to form a
4 message, wherein
5 said message comprises customer relations management system
6 information.

1 47. (New) The computer program product of claim 46, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

1 48. (New) The computer program product of claim 47, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 49. (New) The computer program product of claim 46, wherein said computer
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to
4 communicate said message from a commerce server to a universal queuing
5 system.

1 50. (New) The computer program product of claim 46, wherein said computer
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to
4 form a command, wherein said message comprises said command and said
5 command is defined such that a module receiving said message performs
6 an operation.

1 51. (New) The computer program product of claim 46, wherein said computer
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to
4 form a request, wherein said message comprises said request and said
5 request is configured to cause a module receiving said message to reply
6 with other customer relations management system information.

1 52. (New) The computer program product of claim 46, wherein said computer
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to
4 form a notification, wherein
5 said message comprises said notification,
6 said notification comprises other customer relations management system
7 information, and
8 said other customer relations management system information is generated
9 by a module generating said message.

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1 53. (New) The computer program product of claim 46, wherein
2 said message defines a function,
3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

1 54. (New) The computer program product of claim 46, wherein said computer
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to
4 send said message.

1 55. (New) An apparatus for inter-module communication comprising:
2 means for forming a message, wherein

3 said message comprises customer relations management system
4 information.

1 56. (New) The apparatus of claim 55, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

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1 57. (New) The apparatus of claim 56, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 58. (New) The apparatus of claim 55, further comprising:
2 means for communicating said message from a commerce server to a universal
3 queuing system.

1 59. (New) The apparatus of claim 55, further comprising:
2 means for forming a command, wherein said message comprises said command
3 and said command is defined such that a module receiving said message
4 performs an operation.

1 60. (New) The apparatus of claim 55, further comprising:
2 means for forming a request, wherein said message comprises said request and
3 said request is configured to cause a module receiving said message to
4 reply with other customer relations management system information.

1 61. (New) The apparatus of claim 55, further comprising:
2 means for forming a notification, wherein said message comprises said
3 notification, said notification comprises other customer relations
4 management system information, and said other customer relations
5 management system information is generated by a module generating said
6 message.

1 62. (New) The apparatus of claim 55, wherein
2 said message defines a function,
3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

1 63. (New) The apparatus of claim 55, further comprising:
2 means for sending said message.

1 64. (New) The apparatus of claim 63, further comprising:
2 means for receiving said message.

1 65. (New) A method of inter-module communication comprising:
2 receiving a message, wherein
3 said message comprises customer relations management system
4 information.

1 66. (New) The method of claim 65, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

1 67. (New) The method of claim 66, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 68. (New) The method of claim 65, wherein
2 said receiving of said command occurs at a universal queuing system.

1 69. (New) The method of claim 65, further comprising:
2 performing an operation in response to receiving a command, wherein said
3 message comprises said command.

1 70. (New) The method of claim 65, further comprising:
2 replying with other customer relations management system information in
3 response to receiving said message, wherein said message comprises said
4 request.

1 71. (New) The method of claim 65, wherein
2 said message comprises a notification,
3 said notification comprises other customer relations management system
4 information, and
5 said other customer relations management system information is generated by a
6 module generating said message.

1 72. (New) The method of claim 65, wherein
2 said message defines a function, and
3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

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1 73. (New) A computer system comprising:
2 a processor;
3 computer readable medium coupled to said processor; and
4 computer code, encoded in said computer readable medium, configured to cause
5 said processor to:
6 receive a message, wherein
7 said message comprises customer relations management system
8 information

1 74. (New) The computer system of claim 73, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

1 75. (New) The computer system of claim 74, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 76. (New) The computer system of claim 73, wherein
2 said receiving of said command occurs at a universal queuing system.

1 77. (New) The computer system of claim 73, wherein said computer code is
2 further configured to cause said processor to:
3 perform an operation in response to receiving a command, wherein said message
4 comprises said command.

1 78. (New) The computer system of claim 73, wherein said computer code is
2 further configured to cause said processor to:
3 reply with other customer relations management system information in response
4 to receiving said message, wherein said message comprises a request.

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1 79. (New) The computer system of claim 73, wherein
2 said message comprises a notification,
3 said notification comprises other customer relations management system
4 information, and
5 said other customer relations management system information is generated by a
6 module generating said message.

1 80. (New) The computer system of claim 73, wherein
2 said message defines a function, and
3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

1 81. (New) A computer program product encoded in computer readable media,
2 said computer program product comprising:
3 a first set of instructions, executable on a computer system, configured to receive
4 a message, wherein
5 said message comprises customer relations management system
6 information.

1 82. (New) The computer program product of claim 81, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

1 83. (New) The computer program product of claim 81, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 84. (New) The computer program product of claim 81, wherein
2 said receiving of said command occurs at a universal queuing system.

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1 85. (New) The computer program product of claim 81, wherein said computer
2 program product further comprises:
3 a second set of instructions, executable on said computer system, configured to
4 perform an operation in response to receiving a command, wherein said
5 message comprises said command.

1 86. (New) The computer program product of claim 81, wherein said computer
2 program product further comprises:
3 a second set of instructions, executable on said computer system, configured to
4 reply with other customer relations management system information in
5 response to receiving said message, wherein said message comprises a
6 request.

1 87. (New) The computer program product of claim 81, wherein
2 said message comprises a notification,
3 said notification comprises other customer relations management system
4 information, and
5 said other customer relations management system information is generated by a
6 module generating said message.

1 88. (New) The computer program product of claim 81, wherein
2 said message defines a function, and
3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

1 89. (New) An apparatus for inter-module communication comprising:
2 means for receiving a message, wherein
3 said message comprises customer relations management system
4 information.

1 90. (New) The apparatus of claim 89, wherein
2 said customer relations management system information comprises at least one of
3 agent information and work item information.

1 91. (New) The apparatus of claim 90, wherein
2 said customer relations management system information further comprises at least
3 one of queuing information, statistical information, connection
4 information and rule information.

1 92. (New) The apparatus of claim 89, wherein
2 said receiving of said command occurs at a universal queuing system.

1 93. (New) The apparatus of claim 89, further comprising:
2 means for performing an operation in response to receiving a command, wherein
3 said message comprises said command.

1 94. (New) The apparatus of claim 89, further comprising:
2 means for replying with other customer relations management system information
3 in response to receiving said message, wherein said message comprises
4 said request.



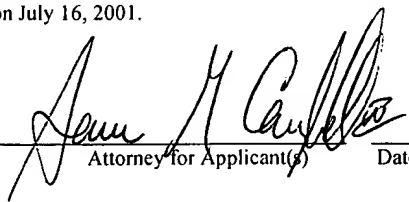
1 95. (New) The apparatus of claim 89, wherein
2 said message comprises a notification,
3 said notification comprises other customer relations management system
4 information, and
5 said other customer relations management system information is generated by a
6 module generating said message.

1 96. (New) The of claim 89, wherein
2 said message defines a function, and
3 said function is one of an agent-related function, a work item-related function, a
4 statistics-related function and an administrative function.

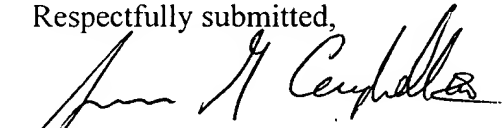
In accordance with 37 CFR § 1.121(c)(1)(ii), Appendix A provides marked up versions of the claims containing newly introduced changes.

CONCLUSION

In view of the amendments set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned.

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 Attorney for Applicant(s)	7/16/01 Date of Signature

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